



JOB DESCRIPTION (JD) AND EMPLOYEE SPECIFICATION (ES)

JOB TITLE:	Housing Support Worker – Leaving Care		
GRADE: JOB CODE:	G5 CHI343HOUSG5 JE Checked 28/07/2021	SERVICE AREA:	Corporate Parenting
REPORTS TO:	Assistant Manager – Transitions and Leaving Care Service	LOCATION:	TLC Hub
SPECIAL CONDITIONS:	<p>Subject to an Enhanced DBS check</p> <p>Willingness and ability to work out of normal office hours as required, including weekends and evenings.</p> <p>This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers.</p>		

1. Main purpose of the job role:

- To provide housing related support to young people that have left care and entering into independence.
- To enable them to maintain their tenancies and to achieve their aspirations for independent living.
- The duties will be determined by the individual needs of the users being supported. The context in which support is provided may vary according to the users' living environment and may include site-based support, housing management and support or floating support.
- To arrange and co-ordinate services by working in partnership with other professional agencies/workers in accordance with Walsall Council's Children's Services policies and procedures, Finance and Contracting Rules and directorate strategies and plans.

2. Role specific duties and accountabilities:

- Identify young people's individual support needs and through consultation and agreement with the Young Person and their Social Worker and Personal Advisor and devise and implement suitable support plans to ensure that identified support needs are met.
- Encourage and support young people to live as fully and independently as possible within the local community by providing information, emotional, organisational and practical support and training as appropriate.
- To support young people to manage their own accommodation, finances and to maximise their income via welfare benefit checks, making new benefit applications.
- To support with assessments as and when necessary due to the changing needs and aspirations of the young people.
- Help boost the opportunities available for our young people by accessing service and making links with other statutory and voluntary organisations in the area.
- To record effectively the work undertaken in line with the Council's recording and monitoring policy.
- To undertake direct or group based independence preparation work with young people.
- To respond to service related enquiries and correspondence promptly.

- To promote the security, confidentiality and accuracy of Children's Services records and information systems in accordance with relevant legislation, Council policy and procedures.
- Any other reasonably required tasks, appropriate to the grade and character of the post.

3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



JOB TITLE Housing Support Worker		GRADE G5	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.		Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: <i>refer to corporate behaviours document</i>			
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.		I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.		Not Applicable	
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.		I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.		I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.		I	3
Abilities/Skills: (refer to JE guidance document)			
1. Demonstrates an understanding of the purposes and functions of Contact for children/young people and families; and of how to promote positive outcomes for children and young people.		A/I	3
2. Demonstrates an understanding of how to safeguard children and young people from abuse/harm and ability to participate in the evaluation of risk of abuse to others and self.		A/I	3
3. An ability to work in accordance with a commissioning framework and financial and contract rules.		A/I	3
4. An ability to plan work, manage conflicting deadlines and work to tight timescales.		I	3
6. Ability to effectively form and sustain appropriate working relationships with children and families whilst maintaining professional boundaries.		I	3
7. Ability to identify situations of concern and to take prompt action to minimise or eliminate risk of harm.		I	3
8. An awareness of legislation, guidance, theory and best practice relevant to the post/role.		I	2
9. Ability to work as a member of a team and on own initiative.		I	3
10. Ability to communicate effectively with a range of people face to face, over the phone and in writing.		I	3

11. Ability to produce a variety of written styles of information to aid decision making in regards to records of contact, which may be, used during Court proceedings or assessment processes.	I	3
12. Good written skills including ability to use a computer; and to be able and willing to learn to use a range of IT equipment/systems including ICS, Word, Excel or other computer programmes as may be utilised by the service.	A/I	2
13. Ability to work within the framework for confidentiality and data protection.	I	3
14. Ability to work in an anti-oppressive, anti-discriminatory manner; and an awareness of, and commitment to promoting, equality of opportunity.	A/I	3
16. Ability to share own learning with others and to contribute to staff/team practice issues/policy development and implementation.	A/I	2
17. Ability to demonstrate effective organisational and time management skills.	A/I	2
18. Ability to problem solve.	I	2
19. Ability to maintain a safe environment and to promote the Council's Health & Safety Policies.	I	3
20. Commitment to ongoing professional development including the use of reflective practice.	A/I	3
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
21. Experience of business or administration in a social care, health or educational setting.	I	2
22. Experience of and commitment to use IT systems and communication.	A/I	3
Evidence of continuous professional development (where applicable)		
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
GCSE's (or equivalent) Grade C or above in English and Mathematics.	A	
NVQ 3 (or higher) in Business Administration or Social Care or Health, or an equivalent relevant health, education, early years or social care award or academic evidence of ability to achieve.	A	
Other Essential Requirements		
Awareness of, and commitment to, confidentiality and handling data	I	3
NOTE: The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post		
Prepared by:	Sam Hanson	Date: July 2021